Enterprise Content Management (ECM) Hosting

Service Description

Enterprise Content Management (ECM) Hosting offers an efficient platform customized to manage a variety of business information needs, ranging from mission critical content to standard correspondence.

ECM Hosting provides a platform that supports capture, storage, access, sharing, and final disposition of all types of documents and content throughout the document/content life cycle.

Sample capabilities include:

- Intake for scanned/document captures.
- Electronic document management.
- Automating processes.
- Document generation and distribution.
- Records management.

Enterprise Content Management (ECM) offerings include:

1. **Enterprise Content Management (ECM) Platform:** This offering provides ongoing access to the ECM platform and a training/orientation session to teach agency staff how to effectively navigate and operate the ECM environment. It also includes an initial allocation of 50GB of primary storage and 50GB of replicated storage.

2. **Enterprise Content Management (ECM) – Custom Consulting:** This offering brokers an ECM vendor-based professional services team to help agencies develop customized ECM workflows to meet agency business requirements.

3. **OnBase Data Storage:** ECM storage is required for data sets that exceed the initial 50GB of primary storage and the initial 50GB of replicated storage. OnBase Data Storage is a separate offering (and is independent of the Enterprise Storage – SAN). OnBase Data Storage is charged separately.

Customer Benefits

- **Better value from data** – As a strategic framework, ECM can help agencies take control of their content. It can contribute to initiatives related to transactional processes, compliance and records management, as well as sharing and collaborating around content and documents.
- **Cost savings** – Customers do not have to invest in hardware, software and technical personnel to support ECM infrastructure. Admin's ECM capabilities are enabled by a specialized enterprise software package leveraging common hardware and software infrastructure that can be shared by customers in a cost effective manner.
- **Efficiency** – The service allows Admin to leverage larger economies of scale than an individual agency can attain.
- **Security** – Robust policies and configurations help strengthen system security.
- **Support** – Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum ECM downtime.

Service Rates

Service Offering	Cost
ECM Platform*	Contact ARM
ECM – Custom Consulting	Varies by project
OnBase Data Storage**	Contact ARM

* Note[1]: If an agency is an active subscriber to another OnBase Hosting service (e.g., WPA or Case Management), then the agency will be exempt from the ECM Platform charge.

**Note[2]: OnBase Data Storage rate applies when the initial 50GB of primary data and 50GB of replicated data is exceeded.

Enterprise Content Management – Service Detail

This Admin service includes:

Summary of Responsibilities	ECM	ECM – Custom Consulting
Ongoing maintenance and enhancement of agency specific ECM workflow.	Customer	Customer/Admin*
Initial solution development and system configuration for agency customers.	Customer	Customer/Admin*
Orientation, training and knowledge transfer on ECM platform.	Admin	N/A
ECM hardware and software installation, maintenance support and monitoring.	Admin	N/A

*Note: Admin will coordinate with the agency and Admin's ECM third party professional services provider (Hyland) to scope a defined statement of work to meet agency custom workflow needs. Agency participation in defining a statement of work is mandatory in order to provide business-specific context.

ECM Hardware and Software

- Procurement, management and refresh of server and storage hardware.
- ECM application installation and upgrades.
- OnBase server software licenses for a wide variety of server modules. The list of modules is available from Admin.
- Application of functional patches, service packs, security patches and bug fixes to ECM software.
- Web access for content retrieval available within state security requirements.
- Privacy of agency data and images. ECM data and images can only be seen by the agency, not by other agencies.
- Disaster recovery for servers: Admin will provide disaster recovery on ECM infrastructure.

OnBase Data Storage

- OnBase Data storage includes an initial allocation of up to 50GB of primary storage and up to 50GB of replicated storage.

ECM Configuration and Administration

- Work through the formal IT change management process where applicable for the customer.
- Promote requested configurations to production on an agreed upon weekly schedule.
- Ensure backups are performed.
- Provide a production environment and a quality assurance/test environment (two system landscape).
- Coordinate/facilitate the creation of disk groups based on customer requests.

ECM Systems Monitoring and Support

- Monitor ECM infrastructure environment for availability and performance issues and resolve in a timely manner.
- Escalate ECM software issues to vendor for resolution.
- Use diagnostic information to assist agency in resolving issues. Act as liaison between the agency and Hyland.
- Produce system utilization reports per agency request.

ECM Training and Orientation

- Provide agency staff with an orientation to the system.

ECM Custom Consulting

- This offering is available to agencies that have limited resources to deploy a new ECM landscape or develop major enhancements to existing Admin ECM solution. This offering provides the agency with external professional services resources to assist in the deployment and custom configuration of an ECM solution.
- The general ECM custom consulting engagement process is as follows: Admin will assist the agency in coordinating a scoping meeting with Admin's ECM external service provider. The agency and the ECM external service provider will work together to scope a statement of work that meets the agency's objectives in a quality and timely manner. Once approved, the ECM external service provider will work with the agency to deliver against the defined statement of work.

Related Services

An ECM customer might also be interested in these Admin services which are offered separately:

- Data Backup

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Admin will coordinate with the agency for any planned changes or outages that will affect the agency's ECM environment.
- Requests that exceed 15 hours will require additional funding. Admin will provide an estimate before beginning work.
- Client software licenses are not included in the listed price. ECM client software licenses and annual maintenance will be purchased by Admin from Admin's ECM vendor per agency requirements, and the cost will be passed through to the agency.
- All Citrix related licenses will be an additional cost to the agency.
- If an agency is an active subscriber to another OnBase Hosting service (e.g., WPA or Case Management), then the agency will be exempt from the ECM Platform charge.
- Hardware located at an agency for the imaging system is not included in the listed cost. Examples of excluded hardware that are typical of an ECM solution include: scanners, PCs to run scanners, PCs for document search and retrieval, and printers.
- The ECM service offering does not include up-front analysis, design and programming activities, such as needs analysis, discovery, workflow analysis, system design, statements of work, and bills of materials, end-user training, custom programming services, line-of-business application integration, retention management design, solution design documentation, and configuration documentation.
- Microfilm production is not included in this service. If the agency requires microfilm, Admin will coordinate with a third-party vendor.
- Scanning paper documents to images is not included in this service.
- OnBase Data Storage is required for ECM data that exceeds the initial 50GB of primary and the initial 50GB of replicated storage from the OnBase environment. OnBase Data Storage is a separate offering, independent of the Enterprise Storage – SAN offering. OnBase storage beyond the initial 50GB of primary and 50GB replicated will be charged separately. If an agency is subscribing to more than one service leveraging Hyland's OnBase platform, then OnBase Data Storage allocation will apply. For example, if an agency subscribes to ECM, WPA and Case Management, then OnBase Data Storage is required for storage that exceeds the initial 50GB of primary and the initial 50GB of replicated storage for the combined subscribed services.
- Data Backup services are not included in the default rate. Customer agencies must also purchase the data backup service.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and agency select responsibilities for each service offering.

Responsibilities	Admin	Customer
ECM Strategic Requirements		
Identify business requirements.		X
Identify data security/data classification requirements.		X
Identify backup and retention requirements.		X
Archive and purge requirements.		X
Data recovery time objective from a disaster recovery incident.		X
ECM Server Software Procurement, Installation and Configuration	**Admin**	**Customer**
Procurement of ECM core software (OnBase).	X	
Base ECM server hardware and software installation and configuration.	X	
Procurement, installation, configuration and version upgrades of OnBase modules.	X	
ECM core software (OnBase) version upgrades.	X	
Apply functional patches, service packs, security patches and bug fixes to ECM server software.	X	
Initial installation and configuration of an agency's ECM production environment after testing in the QA/Test environment. This service requires the agency to contract with Hyland or a Hyland reseller to assist Admin staff with initial production system configuration.	X	X
Privacy of agency data and images. ECM data and images cannot be seen by other agencies.	X	
Logical separation of an agency's data and images, such that the agency's data and images can be extracted from the Admin ECM system at a later date if required.	X	
Content extraction and removal services from ECM repository (agency cost).		X
Physical separation of ECM environment (agency costs).		X
OnBase client software license costs and client software annual maintenance costs.		X
Hardware located at an agency for the imaging system. Examples include: scanners, PCs to run scanners, PCs for document search and retrieval, printers.		X
Upfront analysis, design and programming services. Examples include: needs analysis, discovery, workflow analysis, system design, statements of work, bills of materials, end-user training, custom programming services, line-of-business application integration, retention management design, solution design documentation, and configuration documentation.		X

Responsibilities	Admin	Customer
Microfilm production.		X
ECM software modules necessary to write to external media (e.g., DVD) to provide to a microfilm service provider.	X	
Scanning paper documents into images for tracking by the ECM instance.		X
Allocated storage beyond initial 50GB of primary and 50GB of replicated.		X
ECM Administration and Support Activities		
Create all document types.		X
Create all keyword types.		X
Create all retention policies.		X
Create all custom queries.		X
Create all vbscripts and c# scripts used for custom development.		X
Create all COLD reports.		X
Create all print formats.		X
Create all autoname strings.		X
Create all DIP formats.		X
Create all Keyword autofill sets.		X
Create all barcode formats.		X
Create all workflows.		X
Create all notification formats.		X
Create end user security roles.		X
Create all scan queues.		X
Create all auto commit jobs.		X
Coordinate/facilitate the creation of disk groups based on customer requirements.	X	
Create custom reports for report services.		X
Responsible for purging and deleting their own documents and batches.		X
Document the configuration and submit to Admin for promotion to production.		X
Monitor jobs and resolve errors.		X
Perform basic troubleshooting.		X
Install of client side software and test.		X
Test all aspects of a solution or new process.		X
Project needed resources required and give advanced notice of when resources will be needed. On large projects or extended length projects provide project plan and estimated completion date.		X
Manage the projects and document the results.		X
Responsible for development of scripts or customizations.		X
Responsible for ensuring the testing of new versions according to the schedule published by Admin, and ensure the customizations are compatible with upgrade path.		X

Responsibilities	Admin	Customer
Responsible for user password resets and user group assignment.		X
Responsible for knowledge transfer and training of customer's staff except where Admin has been contracted to do so.		X
Notify Admin after new scan formats are created in order to ensure they are copied across Citrix server farm.		X
Notify Admin when "go-live" event is scheduled with a new department or site.		X
Promote requested configurations to production on an agreed upon weekly schedule.	X	
Act as liaison between customer and ECM vendor for issue resolution.	X	
Quote and procure customer licenses upon request.	X	
Maintain support contracts.	X	
Work the change management process where applicable for the customer.	X	
Maintain governance compliant media.	X	
Monitor ECM infrastructure environment to ensure availability during the defined target availability hours.	X	
Add and remove workflow timers.	X	
Create and manage autonomy full-text catalogs.	X	
Manage any portion of the ECM (Hyland-OnBase) software stack that resides in the production environment where the module or solution does not easily support multi-tenancy administration.	X	
Attend status meetings and report progress on projects as needed.	X	
Provide system utilization reports.	X	
Assist agencies in the promotion of ECM modifications from QA to production landscapes (note: When scheduled through formal IT change management and/or occurring during normal maintenance windows).	X	
Develop and document standards and acceptance criteria to promote ECM applications changes from QA/test into production.	X	
Coordinate activities for transporting updates from the test/QA environments to production via change management process.	X	
Execute activities to support releases to production via change management process.	X	
ECM Monitoring and Fault Management	**Admin**	**Customer**
Define requirements for ECM server monitoring.	X	
Implement ECM monitoring tool(s).	X	
Monitor ECM environment.	X	
Monitor and respond to ECM infrastructure alerts and events per incident management process.	X	
ECM Server Performance and Capacity Management	**Admin**	**Customer**

Responsibilities	Admin	Customer
Notify Admin when large amount of disk space is going to be consumed, to allow Admin the proper time to plan the sizing requirements for the storage volume.		X
Develop deployment plans and user growth forecasts.		X
Define performance/capacity planning monitoring tool requirements.	X	
Implement and maintain tools for performance/capacity planning and management.	X	
Define performance indicators and establish thresholds to monitor ECM server performance against indicators.	X	
Provide analysis and report on ECM performance trends and exceptions.	X	
Recommend corrective action to resolve ECM server performance and capacity problems.	X	
Implement corrective actions approved by the change management process.	X	
ECM Agency/End User Training	**Admin**	**Customer**
Training/orientation session to provide the agency customer with the required knowledge to effectively navigate and operate with the ECM offering.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.